

What is claimed is:

1. A method of distributing a customer-initiated call placed with a contact center to one or more remotely located agents trained to service calls for one or more contact centers, comprising the steps of:

receiving said customer-initiated call at a contact center;

deriving an array of caller information from said customer-initiated call;

transmitting said array of caller information to a coordination center servicing one or more contact centers;

identifying at least one remotely located agent trained and authorized to receive said customer-initiated call for said contact center; and

directing said customer-initiated call to said identified remotely located agent.

2. The method of claim 1, wherein said customer-initiated call is placed through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone.

3. The method of claim 1, further comprising the steps by said coordination center of tracking the number of calls received by said remotely located agent for said contact center and providing payroll services for said contact center on behalf of said remotely located agent.

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4. The method of claim 1, further comprising the steps by said coordination center of maintaining statistical records of each customer-initiated call and providing said statistical records to said contact center.

5 5. The method of claim 1, further comprising the step of establishing simultaneous communication between said coordination center, said remotely located agent and said contact center.

10 6. The method of claim 5 wherein said simultaneous communication is established through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone.

15 7. The method of claim 1, further comprising the steps by said coordination center of monitoring the content of communications taking place in said customer-initiated call and providing access to said content to said contact center.

20 8. The method of claim 7, further comprising the steps by said contact center of rendering assistance to said remotely located agent through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone.

9. A method of distributing a customer-initiated call to one or more remotely located agents trained to service calls for one or more contact centers, comprising the steps of:

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receiving said customer-initiated call at a coordination center servicing one or more call centers;

deriving an array of caller information from said customer-initiated call;

5 identifying at least one remotely located agent trained and authorized to receive said customer-initiated call for said contact center; and

directing the customer-initiated call to said identified remotely located agent.

10 10. The method of claim 9, wherein said customer-initiated call is placed through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone.

15 11. The method of claim 9, further comprising the steps by said coordination center of tracking the number of calls received by said remotely located agent for said contact center and providing payroll services for said contact center on behalf of said remotely located agent.

20 12. The method of claim 9, further comprising the steps by said coordination center of maintaining statistical records of each customer-initiated call and providing said statistical records to said contact center.

13. The method of claim 9, further comprising the step of establishing simultaneous communication between said coordination center, said remotely located agent and said contact center.

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14. The method of claim 13 wherein said simultaneous communication is established through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging,
5 voice messaging, short messaging service, and telephone.

15. The method of claim 9, further comprising the steps by said coordination center of monitoring the content of communications taking place in said customer-initiated call and providing access to said content to said contact center.

10 16. The method of claim 15, further comprising the steps by said contact center of rendering assistance to said remotely located agent through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice
15 messaging, short messaging service, and telephone.

17. A method of distributing a customer-initiated call placed with a contact center to one or more remotely located agents trained to service calls for one or more contact centers, comprising the steps of:

receiving said customer-initiated call at a contact center wherein
20 said customer-initiated call is placed through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone;

25 deriving an array of caller information from said customer-initiated call;

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transmitting said array of caller information to a coordination center servicing one or more contact centers;

identifying at least one remotely located agent trained and authorized to receive said customer-initiated call for said contact center;

5 directing said customer-initiated call to said identified remotely located agent;

said coordination center tracking the number of calls received by said remotely located agent for said contact center and providing payroll services for said contact center on behalf of said remotely located agent;

said coordination center maintaining statistical records of each customer-initiated call and providing said statistical records to said contact center;

15 establishing simultaneous communication between said coordination center, said remotely located agent and said contact center wherein said simultaneous communication is established through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone;

20 monitoring the content of communications taking place in said customer-initiated call and providing access to said content to said contact center; and

said contact center rendering assistance to said remotely located agent through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone.

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receiving said customer-initiated call at a coordination center
servicing one or more call centers wherein said customer-initiated call
is placed through a communication method selected from among the
class of communication methods consisting of: electronic mail,
electronic chat, electronic video conferencing, electronic paging, instant
messaging, voice messaging, short messaging service, and telephone;

identifying at least one remotely located agent trained and authorized to receive said customer-initiated call for said contact center;

said coordination center tracking the number of calls received by said remotely located agent for said contact center and providing payroll services for said contact center on behalf of said remotely located agent;

establishing simultaneous communication between said coordination center, said remotely located agent and said contact center wherein said simultaneous communication is established through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video

conferencing, electronic paging, instant messaging, voice messaging, short messaging service, and telephone;

monitoring the content of communications taking place in said customer-initiated call and providing access to said content to said
5 contact center; and

said contact center rendering assistance to said remotely located agent through a communication method selected from among the class of communication methods consisting of: electronic mail, electronic chat, electronic video conferencing, electronic paging, instant
10 messaging, voice messaging, short messaging service, and telephone.

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